



John J. Barthelmes
Commissioner

State of New Hampshire

Department of Safety

Division of Fire Standards and Training and Emergency Medical Services
Richard M. Flynn Fire Academy
98 Smokey Bear Blvd, Concord, New Hampshire
Mailing Address: 33 Hazen Drive, Concord, New Hampshire 03305-0002



Richard A. Mason
Director

Refund Policy

100% Refund

With at least a 72-hour notice (Prior to class) an individual may withdraw from a class with a 100% refund and/or no charge for billing. This time frame gives us the opportunity to fill the vacancy from the waiting list.

Courses in length up to 24-hours

Once a course of 24 hours in length or less starts (or less than a 72-hour notice is given) there shall be no refund; billing shall be at full tuition.

Courses in length longer than 24-hours

Once a course longer than 24 hours in length starts (or less than a 72-hour notice is given) and the course is less than 50% complete when a student withdraws, the refund or billing shall be 50% of the full tuition. If the course is 50% or more complete, there shall be no refund; billing shall be at full tuition.

Exclusions

The following shall be allowable excuses for 100% refund or no billing if written notification is received & accepted.

1. illness or injury with medical documentation,
2. documented employment issues approved by the Division Director,
3. documented family issues approved by the Division Director.

Fire Training – Certification – Fire Academy – Emergency Medical Services

Business: (603) 271-2661

Fax: (603) 271-1091

Toll Free: 1-800-371-4503

TDD Access: 1-800-735-2964

<http://www.nh.gov/safety/divisions/fstems/index.html>